

Appendix H

Consumer Complaint Logs, 2003-2007



CG Docket 03-123

DA 07-2762

June 28, 2007

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington DC 20554

Reference: Annual Consumer Complaint Log Summary: June 2006 – May 2007

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Division of Vocational Rehabilitation, Telecommunications Relay Service submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2007.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes all complaints about the Telecommunications Relay Service (TRS) in the state whether filed with the TRS provider, Hamilton Relay, or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category, and the percentage that each category of complaint is of the total "Service, Technical, and Miscellaneous Complaints." The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2006, through May 31, 2007, the TRS provider processed twenty one thousand, seven hundred forty three (21,743) traditional TRS outbound calls on behalf of Wyoming Relay. The TRS provider also processed a total of twelve thousand, seven hundred eighty two (12,782) CapTel outbound calls on behalf of Wyoming Relay. A total of nineteen (19) customer complaints were received, which is a rate of six one-hundredths of a percent (.06%). Of the nineteen complaints, nine were filed at the workstation in one of the four Hamilton Relay centers, one was filed with CTI CapTel Customer Service, eight were filed with

Hamilton's Wyoming Relay Customer Service and one was filed with the State's Program Administrator.

Wyoming Relay processes any complaint regardless of whether it originates via e-mail, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc. Hamilton Relay normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of nine equal access complaints in which the carrier involved is still working to become a carrier through relay. None of the nineteen complaints were escalated for action by the Federal Communications Commission.

The natures of the complaints were as follows:

Carrier of Choice not available

Cell phone problem

Problem accessing relay through 711 or toll free number

Scam or harassing call through relay

CapTel complaint

CA didn't follow instructions

Complaint resolution included:

Encouraged and worked with carriers to participate as a Wyoming Relay Carrier of Choice

Referred customer to their cell phone provider

Provided information/education to customer

Technical department resolved the issue

Referred customer to their phone provider or law enforcement

Counseled CA

In the Miscellaneous Complaints category, you will find several complaints that we believe to be associated with fraudulent activity over Internet Relay. The State of Wyoming wanted the FCC to have this information. Hamilton continues to implement protocols specifically designed to

prevent calls originating from an international IP address from accessing the relay. In addition, as part of outreach activities, Wyoming Relay educates users on ways to recognize fraudulent/scam calls, ways to prevent being victimized by the calls, and what to do if you have already been a victim of a fraudulent relay call.

Nearly half of all complaints received were in regard to availability of long distance carriers. Eight of the nine carrier complaints were related to Bresnan Communications. Both Hamilton and the State of Wyoming have communicated repeatedly with Bresnan. Bresnan is currently working with another long distance carrier to be able to process their relay calls in an effort to participate in equal access.

Wyoming's relay provider, Hamilton Telephone Company, is filing the requested call type data (interstate traditional TRS, STS, captioned telephone, IP Relay, VRS) under protective seal.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,

Jim McIntosh
Administrator

Enclosures: Consumer Complaint Log Summary, 13 pages (original and 4 copies)
Wyoming Relay Complaint Tally Sheet, 3 pages (original and 4 copies)
Wyoming Relay Complaint Report, 5 pages (original and 4 copies)
Electronic disk copy

Wyoming Relay
June 2006 – May 2007
Complaint Log Summary

June 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
CT-9304	6/19/2006	#55 CapTel Complaint	Customer stated that they had been billed by Sprint for long distance through CapTel.	6/20/2006	CapTel explained that the customer would need to contact Sprint to have the charges removed. CapTel further explained that the customer would need to register to have long distance calls billed through her choice of carriers.

Wyoming Relay
June 2006 – May 2007
Complaint Log Summary

July 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12087	7/29/2006	#39 Carrier of Choice	Customer has been attempting to place a long distance call through the relay. Customer's long distance provider is ACT. Customer does not have any contact information for this carrier.		Customer Service has contacted the carrier as this organization is not a participating carrier through the relay. The carrier is currently working with Hamilton's technical department. Customer Service will contact the customer after the carrier has become a participating carrier through the relay. Customer understood. ACT was contacted again in late May and is still not a participating carrier as of 5/31/07.

Wyoming Relay
June 2006 – May 2007
Complaint Log Summary

August 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12198	8/17/2006	#51 Fraudulent/ Harassment Call	Customer has been receiving fraudulent phone calls and wondered what could be done about them.	8/17/2006	Assistant Operations Manager suggested that the customer contact their local telephone company or report the incident to law enforcement. Assistant Operations Manager explained that if the customer obtains a court order then we could release the call information to the Court. Customer understood.

Wyoming Relay
June 2006 – May 2007
Complaint Log Summary

September 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12361	9/1/2006	#39 Carrier of Choice	Customer stated that whenever he attempts to place a call through the relay he is being billed by the incorrect long distance carrier. Customer stated his long distance carrier is Bresnan Communications.		Lead CA stated that Bresnan Communications is not a participating carrier with the relay at this time and directed the customer to contact the carrier. Customer was offered a profile, but refused. Customer Service has continued to attempt to resolve this complaint with Bresnan Communications. Bresnan Communications is still not a participating carrier as of 5/31/2007.
12464	9/22/2006	#39 Carrier of Choice	Customer stated that since she has been unable to have the CA select Bresnan Communications as her long distance carrier she would like to set up a profile with the relay.		Customer Service apologized and explained that since Bresnan Communications is not a participating carrier through the relay that setting up a profile with Bresnan Communications as her long distance carrier would not solve the problem. Customer Service explained that once Bresnan Communications becomes a participating carrier the relay would contact the customer to set up a profile. Customer understood. Customer Service has continued to attempt to resolve this complaint with Bresnan Communications. Bresnan Communications is still not a participating carrier as of 5/31/2007.
12476	9/24/2006	#56 External Complaints	Customer stated that he was trying to contact his mother through the relay on his cell phone and was asked by the CA who his long distance carrier was.	9/25/2006	Lead CA verified the customer's information for Customer Service and placed the call. Customer refused a profile. Lead CA directed the customer to contact their carrier, Union Cellular, in regard to this issue. Customer understood. Customer Service has attempted to contact the carrier on behalf of the customer, but has only been able to leave a message. Union Cellular has not returned any calls. Customer contacted relay and stated the issue was resolved.

Wyoming Relay
June 2006 – May 2007
Complaint Log Summary

October 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12550	10/2/2006	#39 Carrier of Choice	Customer requested the correct number to reach the relay and how to place a call using Bresnan long distance.		Customer Service gave the correct number for the relay and explained that Bresnan Communications is not a participating provider through the relay. Customer Service explained that we have contacted Bresnan Communications several times in regard to this issue. Customer did not want to select a different carrier. Customer will be contacted when Bresnan Communications is available through the relay. Customer understood. Bresnan Communications is still not a participating carrier as of 5/31/2007.
12587	10/19/2006	#51 Fraudulent/ Harassment Call	Customer had questions about how third party billing works through the relay. Customer has been receiving harassing calls that are being billed through another number.	10/19/2006	Customer Service explained how billing works and directed the customer to law enforcement. Customer Service explained that if the customer was able to obtain a court order then all call records could be released to the Court. Customer was satisfied.

Wyoming Relay
June 2006 – May 2007
Complaint Log Summary

November 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in November 2006		

Wyoming Relay
June 2006 – May 2007
Complaint Log Summary

December 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in December 2006		

Wyoming Relay
June 2006 – May 2007
Complaint Log Summary

January 2007

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
13217	1/2/2007	#48 711 Problems	Customer stated that whenever she dials 7-1-1 she does not get a response from the CA. She states she has to hit the space bar of her TTY several times before the CA connects. Customer does not want to set up a profile at this time.	2/7/2007	Assistant Operations Manager apologized to the customer and forwarded the information to the technical department. The technical department discovered that the CA is connecting correctly. Customer Service has attempted to contact the customer to place test calls. Customer Service has been unable to reach the customer. No further contact from the customer.
13195	1/25/2007	#03 Didn't Follow Customer's Instructions	Customer was concerned about the relay profile database and how it sometimes learns a connect mode on a new number. Customer had an issue with the learned connect mode of Baudot when they called into the VCO line and the CA questioned if she wanted VCO or had dialed the correct number.	1/29/2007	Customer Service apologized and stated that the CA would be counseled. Relay Manager explained to customer about the database and how it works. Customer was satisfied.
13219	1/29/2007	#39 Carrier of Choice	Customer stated she is being billed incorrectly for long distance through the relay. She understands that Bresnan is not a participating provider with the relay and has already contacted Bresnan Communications.		Assistant Operations Manager thanked customer for this information and stated that relay has been in contact with Bresnan Communications. A profile was offered, but the customer refused. Bresnan Communications is still not a participating carrier as of 5/31/2007.

Wyoming Relay
June 2006 – May 2007
Complaint Log Summary

February 2007

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
13313	2/3/2007	#51 Fraudulent/ Harassment Call	Customer has been receiving harassing calls and wondered what could be done.	2/3/2007	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order then we could release the call information to the Court. Customer was satisfied.
13314	2/3/2007	#51 Fraudulent/ Harassment Call	Customer has been receiving harassing phone calls and wondered how to block their number.	2/3/2007	Lead CA explained that ADA and FCC rules for functional equivalency do not allow us to block any relay calls. Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA explained that if the customer obtains a court order then we could release the call information to the Court. Customer was satisfied.
13317	2/5/2007	#51 Fraudulent/ Harassment Call	Customer has been receiving harassing calls but was unsure which relay was placing the calls.	2/5/2007	It is not known if this call was placed through Hamilton Relay or another Relay provider. Customer Service suggested that the customer take note of the time of the call, the relay service provider, as well as the CA number, and then report this type of activity to the local authorities. Customer understood.
13320	2/15/2007	#39 Carrier of Choice	Adminstrator received a call from a customer stating that Bresnan Communications was their provider and did not understand how calls for long distance went through Sprint.		Customer Service explained that Bresnan Communications is not a participating provider which is why the customer would see Sprint as the default on the bill. Administrator shared the information with the customer. Bresnan Communications is still not a participating carrier as of 5/31/07.

Wyoming Relay
June 2006 – May 2007
Complaint Log Summary

February 2007 continued

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
13414	2/15/2007	#39 Carrier of Choice	Customer requested Bresnan Communications as their long distance provider through the relay.		Customer Service explained that Bresnan Communications is not a participating provider. Customer Service explained that Bresnan Communications has been contacted several times and is still not a participating provider at this time. Customer Service offered to set up a profile. Customer refused.
13389	2/22/2007	#03 Didn't Follow Customer's Instructions	Customer stated the CAs do not follow his instructions.	2/22/2007	Supervisor apologized and requested contact information. Customer refused and hung up.
13420	2/23/2007	#39 Carrier of Choice	Customer requested Bresnan Communications as their long distance provider.		Lead CA explained that Bresnan is not a participating provider with the relay at this time and directed customer to contact Bresnan Communications to inform them he is unable to place long distance calls through the relay. Customer understood. Bresnan Communications is still not a participating carrier as of 5/31/2007.

Wyoming Relay
June 2006 – May 2007
Complaint Log Summary

March 2007

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
13469	3/9/2007	#39 Carrier of Choice	Customer requested Bresnan Communications as their participating provider with relay.		Customer Service explained that Bresnan Communications is not a participating provider through the relay and offered a profile for an alternative carrier. Customer refused at this time. Customer Service has contacted Bresnan Communications about becoming a participating provider through the relay. Bresnan Communications is still not a participating carrier as of 5/31/2007.

Wyoming Relay
June 2006 – May 2007
Complaint Log Summary

April 2007

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in April 2007		

Wyoming Relay
June 2006 – May 2007
Complaint Log Summary

May 2007

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in May 2007		

Wyoming Relay
June 2006 – May 2007
Total Complaints by Category

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	SERVICE COMPLAINTS														
#00	CA Accuracy/Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01	CA Typing Speed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03	Didn't Follow Customer Inst.	0	0	0	0	0	0	0	1	1	0	0	0	2	100%
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05	CA Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	CA Misdialed Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08	Poor Vocal Clarity/Enunciation	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09	Improperly Handled ASL or Related Culture Issue	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12	Replaced CA Improperly in Middle of Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Didn't Follow Voice Mail/Recording Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#18	Didn't Follow Emergency Call Handling Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#21 Confidentiality Breach	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#22 Connect Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23 CA Typing	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 CA Gave Wrong Information	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25 CA Did Not Follow Policy/Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26 Improper Use of Call Release	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27 Improper Use of Speed Dialing	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Improper Handling of Three Way Calling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Improper Use of Customer Data	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#30 CA Hung Up on Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 Miscellaneous Service Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	0	0	0	0	0	0	1	1	0	0	0	2	100%
TECHNICAL COMPLAINTS														
#32 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#36 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#37 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#38 Busy Signal/Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#39 Carrier of Choice	0	1	0	2	1	0	0	1	3	1	0	0	9	90%
#40 Relay Not Available 24 Hours a Day	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#41 Ascii/Baudot Break-down	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#42 VCO Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#43 HCO Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#44 STS Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#45 Caller ID Not Working Properly	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

#46	Ringing/No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0%	
		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#47	Connect Time (TTY-Voice)	0	0	0	0	0	0	0	0	0	0	0	0	0%	
#48	711 Problems	0	0	0	0	0	0	0	1	0	0	0	0	1	10%
#49	Miscellaneous Technical Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	TOTAL	0	1	0	2	1	0	0	2	3	1	0	0	10	100%
	MISC COMPLAINTS														
#50	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#51	Fraudulent/Harassment Call	0	0	1	0	1	0	0	0	3	0	0	0	5	71.4%
#52	No Notice of How to Complain to FCC	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#53	LEC External Busy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#54	911 External Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#55	CapTel Complaints	1	0	0	0	0	0	0	0	0	0	0	0	1	14.3%
#56	External Complaints	0	0	0	1	0	0	0	0	0	0	0	0	1	14.3%
#57	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	TOTAL	1	0	1	1	1	0	0	0	3	0	0	0	7	100%
	TOTAL COMPLAINTS	1	1	1	3	2	0	0	3	7	1	0	0	19	

CG Docket 03-123

DA 06-1175

June 28, 2006

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
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The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes all complaints about the Telecommunications Relay Service (TRS) in the state whether filed with the TRS provider, Hamilton Relay, or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category and the percentage that each category of complaint is of the total "Service, Technical and Miscellaneous Complaints." The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2005, through May 31, 2006, the TRS provider processed thirty four thousand, one hundred seven (34,107) traditional TRS (includes STS) outbound calls on behalf of Wyoming Relay. Additionally, six thousand one hundred thirty-five (6,135) CapTel outbound calls were processed. A total of twenty-one (21) customer complaints were received, which is a rate of five one-hundredths of a percent (.05%). Of the twenty-one (21) complaints, two (2) were filed at the workstation in one of the three Hamilton Relay centers; fourteen (14) were filed with Hamilton's Wyoming Relay Customer Service; one (1) was filed with an Outreach Specialist, and four (4) were filed with CapTel, Inc. Customer Service.

Wyoming Relay processes any complaint regardless of whether it originates via e-mail, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc.

The complaints enclosed are resolved with the exception of two (2) equal access complaints in which the carrier involved is still working to become a carrier through relay. There is one unresolved complaint regarding a CA not following policy/procedure in which Customer Service has not been able to contact the customer for follow up. There is another unresolved complaint regarding the CA misdialing the number and the customer was going to mail in their bill for reimbursement but has never done so. There is also one unresolved issue with a 711 connection that involves a carrier. Wyoming Relay technical department is still working with this carrier. None of the twenty one (21) complaints were escalated for action by the Federal Communications Commission.

The natures of the complaints were as follows:

Carrier of Choice not available

Cell phone problem

Problem accessing relay through 711 or toll free number

CA didn't follow Policy/Procedure

CapTel complaints

Scam call through relay

Agent was rude

CA misdialed number

CA didn't follow customer instructions

CA took too long to connect the call

Complaint resolution included:

Encouraged and worked with carriers to participate as a Wyoming Relay Carrier of Choice

Referred customer to their cell phone provider

Provided information/education to customer

CA monitored and coached

Technical department resolved the issue

Worked with cell provider to resolve technical problem

Collected billing information and took corrective action

In the Miscellaneous Complaints category, you will find a couple of complaints that we believe to be associated with fraudulent activity over Internet Relay. The State of Wyoming wanted the FCC to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,

Jim McIntosh
Administrator

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cc: Pam Gregory

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Encouraged and worked with carriers to participate as a Wyoming Relay Carrier of Choice

Referred customer to their cell phone provider

Provided information/education to customer

CA monitored and coached

Technical department resolved the issue

Worked with cell provider to resolve technical problem

Collected billing information and took corrective action

In the Miscellaneous Complaints category, you will find a couple of complaints that we believe to be associated with fraudulent activity over Internet Relay. The State of Wyoming wanted the FCC to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,

Jim McIntosh
Administrator

Enclosures: Consumer Complaint Log Summary, 12 pages (original and 4 copies)
Wyoming Relay Complaint Tally Sheet, 3 pages (original and 4 copies)
Electronic disk copy

cc: Pam Gregory

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

June 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9523	6/20/2005	#17 Agent was rude	Customer stated that the CA asked her to repeat several times after the voice user slowed down. Customer stated that at the end of the call the CA was rude and stated that “the caller hung up” and disconnected the voice person who was the terminating party.	6/22/2005	Lead CA apologized to the customer and stated that the relay would investigate the call and locate the CA involved. Customer was satisfied. Information was forwarded to the technical department on 6/22/2005. CA was counseled on proper call procedure.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

July 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9786	7/11/2005	#07 CA Misdialed number	Customer stated relay dialed call incorrectly and she was billed by the carrier for the incorrect number.		Customer Service apologized and asked the customer to send a copy of her bill to the relay for possible reimbursement. Customer Service stated the customer would still want to pay the bill then the reimbursement would go to the customer. Customer was satisfied. Customer Service is waiting for a copy of the bill from the customer. Customer did not send copy of the bill, there has been no further contact from customer in regards to this issue.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

August 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9846	8/5/2005	#56 Misc. External Complaints	Customer contacted the relay twice in regards to this issue. Customer had previously removed VCO from his profile. Customer has recently been unable to dial 711 from his cell phone. Customer was concerned that the removal of VCO from his profile would cause the cell phone problem.	8/9/2005	Lead CA assured the customer that removing the VCO connection from his profile would not make a difference in the ability to dial 711. Lead CA discovered the customer is receiving a Cellular One recording that states the call is unable to be completed as dialed. Lead CA directed the customer to contact Cellular One in regards to this issue and the relay would also contact the provider. Customer was satisfied. Customer Service contacted Cellular One and explained that possibly the translation number could be incorrect in the system. A representative stated that a manager would be contacting the relay in regards to this issue. There has been no further contact by Cellular One at this time. Cellular One still has an open-ended work ticket for all 711 issues. At this time the issue with Cellular One has not been resolved. There has been no further contact from customer in regards to this issue.
9844	8/8/2005	#17 Agent was rude	Customer stated that the CA she had on her call was rude. The entire call the CA sighed and did not make the call conversational. Customer suggested to the CA at the end of the call that he should try to make the call more conversational the CA said "goodbye" and disconnected the call.	8/8/2005	Outreach Specialist apologized to the customer and stated that the CA would be monitored and counseled in regards to this issue. Customer was satisfied and the CA was counseled. CA has received continual training and monitoring.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

September 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10116	9/3/2005	#48 711 Problems	Customer stated that when using her Verizon cell phone to dial 711, she is routed to the Colorado Relay and not the Wyoming Relay.	9/8/2005	Customer Service suggested that the customer contact the cell phone company. Customer Service forwarded this information the technical department. The technical department contacted Verizon and continues to work with Verizon in regards to this issue. Customer was satisfied.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

October 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10381	10/20/2005	#25 CA Didn't Follow Policy/ Procedure	Customer was upset because the CA did not follow the proper procedure when informing the customer of number of phone rings. CA had typed the 10 rings and sent (Still Ringing) and then typed to the user "about 40 rings, about 50 rings,"etc. Customer asked for a Supervisor.	10/20/2005	Supervisor apologized to the customer for the inconvenience and stated that the CA would be counseled. Customer understood and the CA was counseled.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

November 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in November 2005.		

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

December 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10696	12/5/2005	#03 Didn't follow Customer Instructions	Customer contacted the relay for her client. Client has been trying to place a call through the relay and the CA was using abbreviations that the client did not understand. Her client asked the CA to repeat and the CA refused.		Relay Manager stated that the relay would investigate the call and suggested setting up a profile. Customer was satisfied. CA was counseled in regards to this issue. Customer Service discovered that the client has a profile at the relay and attempted to contact the customer several times to update the profile for "No Abbreviations". Customer Service has been unable to reach the customer.
10697	12/16/2005	#39 Carrier of Choice	Customer would like to use RT Communications for their long distance carrier of choice. Customer stated that friends and family have quit calling his wife as they are receiving high bills through the relay.		Customer Service explained that the customer has a profile set up for AT & T and that RT Communications is not currently a participating carrier through the relay. Customer Service stated the provider would be contacted about becoming a participating provider with the relay. Customer Service explained why friends and family could have a high bill and suggested that they contact the relay to set up a profile. Customer was satisfied. The technical department has been in contact with the carrier. At this time, RT Communications is not a participating carrier through the relay.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

January 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
10884	1/4/2006	#03 Didn't follow Customer Instructions	Customer receiving a bill from incorrect carrier through the relay.	1/11/2006	Customer Service requested a copy of the bill from the customer for possible reimbursement. Customer was satisfied and the bill was received. Relay mailed reimbursement to customer on 1/11/2006. Customer Service attempted to call customer to inform of this check but there has been no answer.
10852	1/17/2006	#31 Miscellaneous Service Complaints	Customer was upset with the CA for taking too long to connect to the other party. Customer stated that the CA asked him to repeat the number.	1/24/2006	Lead CA apologized to customer and stated the CA would be counseled. CA was counseled and customer was satisfied.
10896	1/21/2006	#48 711 Problems	Customer was having difficulties reaching the relay through 711 on her cell phone and sometimes can not read the typing from the relay.	1/21/2006	Lead CA apologized to the customer and stated that a Customer Service Representative would contact the customer. Customer stated they would call back to the relay and did not give contact information. There has been no further contact from customer in regards to this issue.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

February 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in February 2006.		

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

March 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11158	3/1/2006	#39 Carrier of Choice	Customer requested RT Communications as their long distance carrier. RT Communications is not a participating carrier through the relay.		Lead CA informed the customer that RT Communications is not a participating carrier through the relay. The Technical department has been in contact with the carrier. At this time RT Communications is not a participating carrier through the relay.
CT 3206	3/10/2006	#55 <i>CapTel</i> Complaints	Customer received a bill from Sprint which is not their long distance carrier. Customer service collected their billing information.	3/16/2006	On March 16 th a check was sent to the customer for the billed amount. In addition, the customer's preferred long distance carrier was set up in the database to assure that future long distance calls are billed correctly.
CT 11247	3/15/2006	#55 <i>CapTel</i> Complaints	Customer reported that the CapTel voice line access number was not working in her area.	3/15/2006	Relay Manager contacted CapTel to report this issue at 4:55 PM and CapTel center was still receiving calls so it was a regional issue. CapTel reported that the lines were working again that same day at approximately 6:00 PM. Customer was satisfied.
11341	3/16/2006	#48 711 Problems	Customer was unable to reach the relay when dialing 7-1-1. Customer stated that she can reach the relay with the toll free number. Customer has local phone service through Sprint.		Customer Service apologized and explained that the relay would open a trouble ticket with Sprint. Customer Service has contacted Sprint and opened a second trouble ticket. At this time, Sprint has not resolved this issue. The technical department continues to contact Sprint to fix this problem.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

April 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11551	4/26/2006	#51 Fraudulent/ Harassment Call	Customer has been receiving fraudulent phone calls through the relay and would like the calls blocked.	4/26/2006	Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor explained that if the customer obtains a court order, then we could release the call information to the Court. Customer was satisfied.

Wyoming Relay
June 2005 – May 2006
Complaint Log Summary

May 2006

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11647	5/16/2006	#51 Fraudulent/ Harassment Call	Customer has been receiving fraudulent phone calls through another relay.	5/16/2006	Because the customer stated the calls were coming from another Relay provider, Customer Service gave the appropriate Customer Service number for the other provider to the customer. Customer Service suggested that the customer contact law enforcement as that is our recommendation under these circumstances. Customer was thankful.
CT 7723	5/24/2006	#55 <i>CapTel</i> Complaint	Disconnect/Reconnect during calls.	5/24/2006	Sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to reduce their occurrence.
CT 7545	5/25/2006	#55 <i>CapTel</i> Complaint	Sound Quality – Static	5/31/2006	Provided customer with general troubleshooting suggestions to address static.
CT 7546	5/25/2006	#55 <i>CapTel</i> Complaint	Accuracy of captions	5/31/2006	Explained to customer how CapTel service generates captioning, and how they may document and report problematic captioning back to our Call Center for quality control. A follow up email was sent to the customer to see if they had any additional problems and we have received no response from them.
11714	5/26/2006	#49 Miscellaneous Technical Complaint	Customer stated that she was unable to reach the relay by 7-1-1 or the toll free number.	5/26/2006	Assistant Operations Manager stated it was a technical issue that the relay is aware of and would contact the customer as soon as it was resolved. Customer was satisfied. Hamilton incurred two separate outages each lasting 15 minutes between the hours of 2 and 3 PM. Issue was resolved and customer was notified.

**Wyoming Relay
June 2005 – May 2006
Total Complaints by Category**

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	SERVICE COMPLAINTS														
#00	CA Accuracy/Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01	CA Typing Speed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03	Didn't Follow Customer Inst.	0	0	0	0	0	0	1	1	0	0	0	0	2	28.6%
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05	CA Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	CA Misdialed Number	0	1	0	0	0	0	0	0	0	0	0	0	1	14.2%
#08	Poor Vocal Clarity/Enunciation	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09	Improperly Handled ASL or Related Culture Issue	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12	Replaced CA Improperly in Middle of Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Didn't Follow Voice Mail/Recording Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	1	0	1	0	0	0	0	0	0	0	0	0	2	28.6%
#18	Didn't Follow Emergency Call Handling Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#21 Confidentiality Breach	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#22 Connect Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23 CA typing	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 CA gave wrong information	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25 CA did not follow Policy/Procedure	0	0	0	0	1	0	0	0	0	0	0	0	1	14.2%
#26 Improper use of call release	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27 Improper use of Speed Dialing	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Improper handling of three way calling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Improper use of Customer data	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#30 CA hung up on Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 Miscellaneous Service Complaint	0	0	0	0	0	0	0	1	0	0	0	0	1	14.2%
TOTAL	1	1	1	0	1	0	1	2	0	0	0	0	7	100%
TECHNICAL COMPLAINTS														
#32 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#36 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#37 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#38 Busy Signal/Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#39 Carrier of Choice	0	0	0	0	0	0	1	0	0	1	0	0	2	33.3%
#40 Relay Not Available 24 Hours a Day	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#41 Ascii/Baudot Break-down	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#42 VCO Break-down	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#43 HCO Break-down	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#44 STS Break-down	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#45 Caller ID not working properly	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#46 Ringing/No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#47	Connect Time (TTY-Voice)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#48	711 Problems	0	0	0	1	0	0	0	1	0	1	0	0	3	50%
#49	Miscellaneous Technical Complaint	0	0	0	0	0	0	0	0	0	0	0	1	1	16.7%
	TOTAL	0	0	0	1	0	0	1	1	0	2	0	1	6	100%
	MISC COMPLAINTS														
#50	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#51	Fraudulent/Harassment Call	0	0	0	0	0	0	0	0	0	0	1	1	2	25%
#52	No Notice of How to Complain to FCC	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#53	LEC External Busy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#54	900 External Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#55	CapTel Complaints	0	0	0	0	0	0	0	0	0	2	0	3	5	62.5%
#56	External Complaints	0	0	1	0	0	0	0	0	0	0	0	0	1	12.5%
#57	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	TOTAL	0	0	1	0	0	0	0	0	0	2	1	4	8	100%
	TOTAL CONTACT	1	1	2	1	1	0	2	3	0	4	1	5	21	

CG Docket 03-123
DA 05-1681
June 30, 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

Reference: Annual Consumer Complaint Log Summary: June 2004 – May 2005

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Division of Vocational Rehabilitation, Telecommunications Relay Service submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2005.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes all complaints about the Telecommunications Relay Service (TRS) in the state whether filed with the TRS providers, Sprint, or Hamilton Relay or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category and the percentage that each category of complaint is of the total "Service, Technical and Miscellaneous Complaints." The aforementioned complaint log will be retained until the next application for certification is granted.

Sprint was Wyoming's TRS provider for June and July 2004. Hamilton Relay began providing TRS for the State of Wyoming on August 1, 2004. For the period of June 1, 2004, through May 31, 2005, the TRS providers processed fifty-five thousand, eight hundred eighty (55,880) outbound calls on behalf of Wyoming Relay. A total of thirteen (13) customer complaints were received, which is a rate of two one-hundredths of a percent (.02%). Of the thirteen complaints, six were filed with supervisors at one of the three Hamilton Relay centers; five were filed with Hamilton's Wyoming Relay Customer Service; and two were filed with the State's contract administrator.

Wyoming Relay processes any complaint regardless of whether it originates via e-mail, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc.

Hamilton Relay normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved with the exception of a couple of equal access complaints in which the carrier involved is still working to become a carrier through relay. None of the thirteen complaints were escalated for action by the Federal Communications Commission.

The natures of the complaints were as follows:

Carrier of Choice not available

Cell phone problem

Problem accessing relay through 711

Database not set-up, instructions not followed, or information incorrect

VCO procedures not followed

Does not like recording procedures for retrieving messages

Difficulty in retrieving voice mail

Scam call through relay

Too many Communication Assistant (CA) typing errors

Complaint resolution included:

Encouraged and worked with carriers to participate as a Wyoming Relay Carrier of Choice

Referred customer to their cell phone provider

Provided information/education to customer

Entered and/or updated database

CA monitored and coached

Technical problem with recording equipment fixed

Worked with cell provider to resolve technical problem

In the Miscellaneous Complaints category, you will find a complaint that we believe to be associated with fraudulent activity over Internet Relay. It is not clear if the calls that generated this complaint came through the relay centers that process Wyoming relay calls. However, the State of Wyoming wanted the FCC to have this information. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,

Jim McIntosh
Administrator

LPC/vh

Enclosures: Consumer Complaint Log Summary, 12 pages (original and 4 copies)
Wyoming Relay Complaint Tally Sheet, 2 pages (original and 4 copies)
Electronic disk copy

cc: Dana Jackson

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

June 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in June 2004.		

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

July 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in July 2004.		

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

August 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7390	8/3/04	#31 Technical Complaint Carrier of Choice	The customer wanted to make a long distance call through the relay, but she was told that her long distance carrier was not available. The customer is confused because she has been using Union Telephone for years.	8/3/04	Customer Service explained that Wyoming Relay is now being provided by a different company and Union Telephone has chosen not to be a carrier through the relay. Customer Service explained that when Union becomes a carrier, the relay will be able to profile her telephone number so she will always have Union Telephone as her long distance carrier. The technical department has been working with Union Telephone to resolve this issue. As of June 2005, Union Telephone is not a participating carrier through relay.
7397	8/11/04	#38 Miscellaneous Complaint External Complaint	The customer was trying to dial a number in Pennsylvania with her cell phone. She kept getting a recording saying the number was disconnected.	8/11/04	Customer Service dialed the telephone number in question. The call went through both from the Customer Service line and through the relay. Customer Service suggested the customer contact her cell phone company to see if there was a network problem. The customer understood.
7409	8/24/04	#33 Technical Complaint 711 Problems	The customer stated she has been having problems accessing 711. When she dials 711, it rings once and then stops. No one is on the line. The customer would also like to have two Customer Profiles sent to her in the mail.	8/25/04	Customer Service asked the customer to try 711 again and if the call does not go through to call customer service back. If she continues to have problems the relay will contact her local telephone company to find out what could be wrong. Customer Service gave the customer relay's 800 number to use in case she is still unable to place her call using 711. The customer was satisfied. Customer Service mailed the profiles to the customer on 8/25/04.
7495	8/28/04	#02 Service Complaint Didn't follow Database Inst.	The customer was upset because the profile they set up for Qwest had not been implemented yet.	8/30/04	The CA took the information from the customer and apologized for the inconvenience. The customer understood. Customer Service researched the customer's profile and determined that the profile had not been entered into the system. Customer Service, on 8/30/04, informed the customer that the profile was implemented.

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

September 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7603	9/2/04	#11 Service Complaint VCO Procedures Not Followed	The customer was upset because the CA was typing a recording to him and he had to type "VCO PLS" several times before VCO was finally connected. This was the only way for the customer to get the CA's attention. The customer dislikes the recording procedure as it takes too much time to record the message and type it back to the customer later.	9/2/04	The Lead CA apologized to the customer. The customer stated that the relay needs to change the recording policy and make it possible for the relay to identify what type of equipment a person is using. The Lead CA explained the CA's are required to type the recordings verbatim, unless otherwise instructed by the caller. The customer stated that the relay needed to change this policy. The Lead CA informed the customer that his concern would be given to the Customer Service Manager. The customer was satisfied.
7609	9/15/04	#00 Service Complaint CA Accuracy/ Spelling	The customer was unhappy because the CA was making many typing errors and a call that should have been a 15 minute call took 30 minutes because the caller had to ask the voice person to repeat what was said as he did not understand it, due to the CA's poor typing.	9/17/04	Customer Service apologized to the customer for the trouble they had with the CA and thanked the customer for writing in to the relay. Customer Service informed the caller that the relay's goal is to provide excellent service and to try to meet the needs of all of our customers. Customer Service informed the customer that the CA would be monitored on her typing speed and accuracy. The CA was monitored for her typing accuracy. The CA's last typing test indicated a score of 78 WPM with 97% accuracy.
7671	9/30/04	#00 Service Complaint CA Accuracy/ Spelling	The customer was upset with the CA because there were too many typing errors. Words were running together so that the customer could not read what was being typed across the TTY screen.	9/30/04	The Supervisor informed the customer that the record feature was not working properly and the CA was unable to rewind while trying to retrieve her messages. Each time the recording was stopped, it went back to the beginning. The Supervisor retyped his messages for him and stated that the CA would be monitored closely for typing accuracy. The customer was satisfied. The CA's last typing test indicated a score of 65 WPM with 98% accuracy. The technical problem was corrected.

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

October 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in October 2004.		

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

November 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7946	11/6/04	#33 Technical Complaint 711 Problem	The customer was trying to program her Verizon cell phone to call 711. When she dials 711 she connects to the Colorado Relay. The customer stated that before the relay changed providers, she connected to Wyoming Relay when dialing 711.	12/28/04	The supervisor advised the customer the information would be passed on to the Technical Department and that Customer Service would contact her with a resolution. The Technical Department was contacted on 11/19/04 and again on 12/10/2004 when it was discovered that the issue involved Verizon. Customer Service attempted to reach the customer on 12/12/04 and was able to contact her on 12/23/04 to obtain contact information for Verizon and the customer's cell phone number. On 12/28/04 the Technical Department informed Customer Service that Verizon was filing a trouble ticket and the issue should be resolved within the next couple of days. The caller is now connecting to Wyoming Relay when dialing 711.
8096	11/18/04	#23 Service Complaint Miscellaneous	The customer was very upset as he stated that he never filled out a profile and that everything was wrong when he went to check his voice mail. The customer stated that he would like the automatic VCO removed from his profile and he would complete a new one later.	11/19/04	The supervisor documented the requested changes to the customer's profile, but advised the customer to allow 72 hours for the update. Customer was very upset and hung up. Customer Service updated the profile in the system on 11/19/04 and informed the customer of the update. The customer was satisfied.

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

December 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in Dec. 2004.		

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

January 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in Jan. 2005.		

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

February 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
8550	2/26/05	#03 Service Complaint Didn't follow customers instructions	The customer stated that during his phone call there was a beep and the CA typed GA. The CA stated the phone did not ring, but went directly to the customer's answering machine. This is not how the customer wants his profile set up. The customer wants the CA to follow his instructions. He has not given permission to have his profile changed. The customer also wanted the Relay Manager notified of this situation. The customer stated this was the second time his profile has been changed without his permission. The customer stated that if this does not stop he will file a complaint with the Wyoming Board.	2/28/05	The Assistant Operations Manager apologized for the problems and stated she would have Customer Service check on this issue and call him with an update. The Assistant Operations Manager stated that she would inform the Relay Manager of this issue. The customer understood. The Relay Manager e-mailed the customer on 2/28/05 at 8:21 AM to apologize for the inconvenience and to request a CA number so the CA could be counseled. The customer was informed that his profile has not been changed since his original request. There has been no further contact from the customer with regards to this issue.

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

March 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
8773	3/29/05	#31 Technical Complaint Carrier of Choice	The customer stated that she always uses WTS as her long distance carrier and now CAs are asking her which carrier she would like to use.	4/05/05	The Supervisor stated that WTS is not a participating carrier through relay. Customer Service is trying to locate a number for WTS as the customer left no contact information for additional follow up. Left a message for customer on 4/5/05 asking for a call back to get additional info that could be found on their phone bill. As of 5/31/05 there has been no call back from the customer.

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

April 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in April 2005.		

Wyoming Relay
June 2004 – May 2005
Complaint Log Summary

May 2005

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9127	5/09/05	#36 Miscellaneous Complaint Fraudulent/ Harassment Call	The customer stated that once a week his/her office receives a scam call from Nigeria. She/he would like these calls to stop coming through the relay.	5/9/05	The Supervisor explained that ADA and FCC rules for functional equivalency do not allow us to block relay calls. The Supervisor suggested that the customer contact the local telephone company or report the incident to law enforcement. Customer Service further explained that if the customer obtains a court order, then we could release the call information to the court. The customer understood.
9122	5/18/05	#00 Service Complaint CA Accuracy/ Spelling	The customer stated that she had some problems with a CA on a call and that there were several typing errors on the call.	5/18/05	The Relay Manager contacted the customer through e-mail and shared some of the things the relay does to improve typing skills. CAs are encouraged to practice typing before each shift and are monitored on a regular basis. The customer did not have the CA number for this call.

Wyoming Relay
June 2004 – May 2005
Total Complaints by Category

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	SERVICE COMPLAINTS														
#00	CA Accuracy/Spelling	0	0	0	2	0	0	0	0	0	0	0	1	3	43%
#01	CA Typing Speed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02	Didn't Follow Database Inst.	0	0	1	0	0	0	0	0	0	0	0	0	1	14.3%
#03	Didn't Follow Customer Inst.	0	0	0	0	0	0	0	0	1	0	0	0	1	14.3%
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05	CA Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	CA Misdialed Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08	Poor Vocal Clarity/Enunciation	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09	Improperly Handled ASL or Related Culture Issue	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	0	0	0	1	0	0	0	0	0	0	0	0	1	14.3%
#12	Replaced CA Improperly in Middle of Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Didn't Follow Voice Mail/Recording Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#18	Didn't Follow Emergency Call Handling Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#21	Confidentiality Breach	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#22	Connect Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23	Miscellaneous Service Complaint	0	0	0	0	0	1	0	0	0	0	0	0	1	14.3%
	TOTAL	0	0	1	3	0	1	0	0	1	0	0	1	7	100%
	TECHNICAL COMPLAINTS														
#24	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29	Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#30	Busy Signal/Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31	Carrier of Choice	0	0	1	0	0	0	0	0	0	1	0	0	2	50%
#32	Relay Not Available 24 Hours a Day	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33	711 Problems	0	0	1	0	0	1	0	0	0	0	0	0	2	50%
#34	Miscellaneous Technical Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	TOTAL	0	0	2	0	0	1	0	0	0	1	0	0	4	100%
	MISC COMPLAINTS														
#35	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#36	Fraudulent/Harassment Call	0	0	0	0	0	0	0	0	0	0	0	1	1	50%
#37	No Notice of How to Complain to FCC	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#38	External Complaints	0	0	1	0	0	0	0	0	0	0	0	0	1	50%
#39	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	TOTAL	0	0	1	0	0	0	0	0	0	0	0	1	2	100%
	TOTAL CONTACT	0	0	4	3	0	2	0	0	1	1	0	2	13	

DA 04-1599
June 24, 2004

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

Reference: Annual Consumer Complaint Log Summary: June 2003 – May 2004

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Division of Vocational Rehabilitation, Telecommunications Relay Service Program submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2004.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service Program includes all complaints about the Telecommunications Relay Service (TRS) in the state whether filed with the TRS provider, Sprint, or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category and the percentage that each category of complaint is of the total "Service, Technical and Miscellaneous Complaints." The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2003, through May 31, 2004, Sprint processed fifty-two thousand, eight hundred thirty-seven (52,837) outbound calls on behalf of Wyoming Relay. A total of five (5) customer complaints were received, which is a rate of one one-hundredth of a percent (.01%). Of the five complaints, two were filed with supervisors at one of the thirteen Sprint TRS centers; one was filed with the State's contract administrator; one was filed with Sprint Customer Service; and one was filed with Sprint Customer Service, Sprint's Account Manager and the State's contract administrator. Generally, the complaints were resolved within a couple of days of the complaint being made. The longest amount of time to resolve a complaint was twenty-six (26) days. None of the five complaints were escalated for action by the Federal Communications Commission.

The natures of the complaints were as follows:

Unable to make long distance calls through Wyoming Relay

Not informed about the procedures for implementing carrier of choice

The CA did not keep the customer informed of voicemail retrieval

Took too long to process and dial-out the caller to phone number

Message garbled

Complaint resolution included:

Updated database

Rerouted calls around a switch with translation issues

Provide more education/outreach on carrier of choice procedures

Agent (Communication Assistant) coached

TTY replaced

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,

James McIntosh
Administrator

LPC/vh

Enclosures: Consumer Complaint Log Summary, 12 pages (original and 4 copies)
Wyoming Relay Complaint Tally Sheet, 1 page (original and 4 copies)
Electronic disk copy

cc: Erica Myers

Wyoming Relay
June 2003 – May 2004
Complaint Log Summary

June 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in June 2003.		

Wyoming Relay
June 2003 – May 2004
Complaint Log Summary

July 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in July 2003.		

Wyoming Relay
June 2003 – May 2004
Complaint Log Summary

August 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in August 2003.		

Wyoming Relay
June 2003 – May 2004
Complaint Log Summary

September 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in September 2003.		

Wyoming Relay
June 2003 – May 2004
Complaint Log Summary

October 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in October 2003.		

Wyoming Relay
June 2003 – May 2004
Complaint Log Summary

November 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in November 2003.		

Wyoming Relay
June 2003 – May 2004
Complaint Log Summary

December 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in December 2003.		

Wyoming Relay
June 2003 – May 2004
Complaint Log Summary

January 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3016K	01/25/04	33	A customer's mother was upset that her daughter cannot make long distance calls through Wyoming Relay Service. The customer's mother was also upset about the lack of information/outreach regarding procedures for ensuring carrier of choice.	01/26/04	The customer's mother contacted the relay provider's account manager with her concerns. The account manager updated the customer's database to correctly reflect the selected carrier of choice. The customer's mother also contacted the Wyoming contract administrator to express her concerns. The contract administrator told the mother they would try to find better ways to inform relay users about carrier of choice procedures.

Wyoming Relay
June 2003 – May 2004
Complaint Log Summary

February 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2844	02/05/04	1	A VCO user was upset that it took too long to process one call.	02/05/04	The communication assistant (CA) was advised to enter the correct information, typing slower if necessary, and accurately. The CA was also coached on staying calm.
3048K	02/02/04	26	A TTY user reported garbled messages on relay calls. Trouble ticket 153097 was issued.	02/10/04	The trouble ticket report entered by a relay provider technician stated that the problem seemed to be with the TTY connection. The relay provider account manager contacted the Wyoming contract administrator for follow up with this customer. The problem turned out to be with the customer's TTY. The TTY was replaced through the state's equipment distribution program.
3121K	02/22/04	29	Customer stated her daughter is not able to make long distance calls by using McLeod as her long distance carrier. A trouble ticket #1001580624 was issued for a relay provider technician to investigate the problem.	03/19/04	The trouble ticket reported that testing and implementation staff identified the problem, which was a switch translation issue with McLeod at one of Sprint's Access Tandem locations. Until McLeod updates the switch translation, a work around solution is in place. The customer's calls are rerouted to the South Dakota center and all of her long distances calls are successfully sent to McLeod.

Wyoming Relay
June 2003 – May 2004
Complaint Log Summary

March 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in March 2004.		

Wyoming Relay
June 2003 – May 2004
Complaint Log Summary

April 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in April 2004.		

Wyoming Relay
June 2003 – May 2004
Complaint Log Summary

May 2004

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
8637D	05/28/04	4	The customer stated that the agent performed very poorly on voicemail retrieval. The customer was not kept informed of the steps in the call process.	05/28/04	The CA was coached on all aspects of voicemail retrieval and the necessity of keeping the caller informed of every step in the process.

**Wyoming Relay
June 2006 – May 2007
Total Complaints by Category**

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	SERVICE COMPLAINTS														
#00	CA Accuracy/Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01	CA Typing Speed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03	Didn't Follow Customer Inst.	0	0	0	0	0	0	0	1	1	0	0	0	2	100%
#04	Didn't Keep Customer Informed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#05	CA Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	CA Misdialed Number	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08	Poor Vocal Clarity/Enunciation	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09	Improperly Handled ASL or Related Culture Issue	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12	Replaced CA Improperly in Middle of Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Didn't Follow Voice Mail/Recording Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#18	Didn't Follow Emergency Call Handling Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#21 Confidentiality Breach	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#22 Connect Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#23 CA Typing	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#24 CA Gave Wrong Information	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#25 CA Did Not Follow Policy/Procedure	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#26 Improper Use of Call Release	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#27 Improper Use of Speed Dialing	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#28 Improper Handling of Three Way Calling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#29 Improper Use of Customer Data	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#30 CA Hung Up on Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#31 Miscellaneous Service Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
TOTAL	0	0	0	0	0	0	0	1	1	0	0	0	2	100%
TECHNICAL COMPLAINTS														
#32 Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#33 Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#34 Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#35 Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#36 Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#37 Database Not Available	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#38 Busy Signal/Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#39 Carrier of Choice	0	1	0	2	1	0	0	1	3	1	0	0	9	90%
#40 Relay Not Available 24 Hours a Day	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#41 Ascii/Baudot Break-down	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#42 VCO Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#43 HCO Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#44 STS Breakdown	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#45 Caller ID Not Working Properly	0	0	0	0	0	0	0	0	0	0	0	0	0	0%

#46	Ringing/No Answer	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
#47	Connect Time (TTY-Voice)	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#48	711 Problems	0	0	0	0	0	0	0	1	0	0	0	0	1	10%
#49	Miscellaneous Technical Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	TOTAL	0	1	0	2	1	0	0	2	3	1	0	0	10	100%
	MISC COMPLAINTS														
#50	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#51	Fraudulent/Harassment Call	0	0	1	0	1	0	0	0	3	0	0	0	5	71.4%
#52	No Notice of How to Complain to FCC	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#53	LEC External Busy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#54	911 External Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#55	CapTel Complaints	1	0	0	0	0	0	0	0	0	0	0	0	1	14.3%
#56	External Complaints	0	0	0	1	0	0	0	0	0	0	0	0	1	14.3%
#57	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	TOTAL	1	0	1	1	1	0	0	0	3	0	0	0	7	100%
	TOTAL COMPLAINTS	1	1	1	3	2	0	0	3	7	1	0	0	19	

DA 03-1728
June 30, 2003

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-A325
Washington, DC 20554

Reference: Annual Consumer Complaint Log Summary: June 2002 – May 2003

Ladies and Gentlemen:

Pursuant to Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1), the State of Wyoming, Division of Vocational Rehabilitation, Telecommunications Relay Service Program submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2003.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service Program includes all complaints about the Telecommunications Relay Service (TRS) in the state whether filed with the TRS provider, Sprint, or the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, monthly totals, the number of complaints by category and the percentage that each category of complaint is of the total "Service, Technical and Miscellaneous Complaints". The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2002, through May 31, 2003, Sprint processed fifty-five thousand, eight hundred fifty-eight (55,858) outbound calls on behalf of Wyoming Relay. A total of four (4) customer complaints were received, which is a rate of one one-hundredth of a percent (.01%). Of the four complaints, three were filed with supervisors at one of the eleven Sprint TRS centers, and one was filed with the State's program consultant. Generally, the complaints were resolved within a couple of days of the complaint being made. The longest amount of time to resolve a complaint was thirty-four (34) days. None of the four complaints were escalated for action by the Federal Communications Commission.

The natures of the complaints were as follows:

The CA dialed the wrong number

The CA did not keep the customer informed

The customer was not able to make successive relay calls using his calling card without having to repeat the calling card information

VCO user was unable to make long distance call when using 711 and his calling card from his home

Complaint resolution included:

Agent (Communication Assistant) coached

Set up customer notes in database

Information and instruction provided to customer

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,

James McIntosh
Administrator

LPC/mv

Enclosures: Consumer Complaint Log Summary, 12 pages (original and 4 copies)
Wyoming Relay Complaint Tally Sheet, 1 page (original and 4 copies)
Electronic disk copy
Self-Addressed FED EX Mailer w/ copy of Transmittal Letter to be returned to WY DVR

cc: Erica Myers

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

June 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in June 2002.		

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

July 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in July 2002.		

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

August 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in August 2002.		

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

September 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4935	09/24/02	3	The customer was concerned that the agent dialed the wrong number twice, and said that the agent did not pay attention. The customer said that the agent should have asked him to repeat the number if she did not understand. The person taking the complaint apologized to the customer, and told the customer the complaint would be documented and the agent would be coached. The customer does not want a call back.	9/24/02	The team leader spoke with the agent, and told her to be sure to ask customers to repeat a number if she does not understand it. The agent explained to the team leader that after she opened the line to hear the customer she only heard the last seven numbers, and assumed that the area code was the same as the customer's area code. The agent agreed to open the line to the customer more quickly in the future.

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

October 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2201	10/08/02	4	A VCO user was upset because the CA did not keep him informed at all during the call setup. The customer was using a calling card to bill the call, and the only macro he received during the call was the “ringing” macro. He didn’t know what was occurring as the CA was processing the call. He hung up and called back to get a new CA. The customer wants this CA to be taught how to do these calls.	10/9/02	The team leader met with the CA, who said that she had difficulty logging into the computer when taking over the call from another CA. The team leader coached her that keeping the customer informed is a higher priority than logging into the computer. The team leader verified that the CA does have knowledge of how to process calls which use a calling card.

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

November 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in November 2002.		

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

December 2002

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in December 2002.		

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

January 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3364H	01/29/03	27	The customer said he made multiple calls using his calling card, and he had to repeat the calling card information for each call. On his calling card it advises the customer to press the # sign to proceed with the next call, and that option will temporarily store his calling card information in the system for as many calls as he desires to make. The customer said the deaf do not have the convenience of all of the calling card options available when using Relay. The customer said that the Relay procedure currently in place is discriminatory and needs to be changed. A Customer Services Representative told the customer that his concern was being documented and forwarded to the Wyoming account manager. The customer wants a follow-up sent to his e-mail address.	01/31/03	The Wyoming account manager met with the customer in person and discussed the customer's concerns. The account manager suggested that the problem could be resolved by updating the customer's Customer Database Profile. There is a section where the customer can add an note with calling card information so that he does not have to repeat the information each time he makes a call into Wyoming Relay.

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

February 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received in February 2003.		

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

March 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received March 2003.		

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

April 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11316	4/16/03	29	When the VCO user dials 711 from his home, he receives the greeting (voice or typing now). He then gives the CA the phone card data and dialing instructions for his long distance call. The CA then receives the message, "All circuits are busy. Please try your call again later." The customer is using an MCI calling card which he purchased from Costco. When the customer uses the dedicated VCO access number and the same calling card from his home or elsewhere he does not experience this problem. The customer is using a Krown Speak and read VCO device when making calls and reports that this problem began in March	5/19/03	A trouble ticket was issued to a Sprint technician to investigate this problem. The technician reported that he was unable to track the problem due to lack of information. The Wyoming account manager e-mailed the customer asking him to list and document all the calls he made using 711 with his phone card information. Sprint needs the agent #, the date, and the time of the call in order to track down the root cause of the problem. The customer responded that he would do his best to document the details to help us resolve this situation.

Wyoming Relay
June 2002 – May 2003
Complaint Log Summary

May 2003

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
			No complaints received May 2003.		

Wyoming Relay
June 2002 – May 2003
Total Complaints by Category

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	SERVICE COMPLAINTS														
#00	Answer-Wait Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#01	Dial Out Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#02	Didn't Follow Database Inst.	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#03	Didn't Follow Customer Inst.	0	0	0	1	0	0	0	0	0	0	0	0	1	50%
#04	Didn't Keep Customer Informed	0	0	0	0	1	0	0	0	0	0	0	0	1	50%
#05	Agent Disconnected Caller	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#06	Poor Spelling	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#07	Typing Speed/Accuracy	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#08	Poor Voice Tone	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#09	Everything Relayed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#10	HCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#11	VCO Procedures Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#12	Two-Line VCO Procedure Not Followed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#13	Background Noise Not Typed	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#14	Feelings Not Described	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#15	Recording Feature Not Used	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#16	Noise in Center	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#17	Agent Was Rude	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#18	Problem Answer Machine	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#19	Spanish Service	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#20	Speech to Speech	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
#21	Other Problem Type Complaint	0	0	0	0	0	0	0	0	0	0	0	0	0	0%
	TOTAL	0	0	0	1	1	0	0	0	0	0	0	0	2	100%

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	TECHNICAL COMPLAINTS														
#22	Lost Branding	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#23	Charged for Local Call	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#24	Trouble Linking Up	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#25	Line Disconnected	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#26	Garbled Message	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#27	Data Base Not Available	0	0	0	0	0	0	0	1	0	0	0	0	0	50%
#28	Split Screen	0	0	0	0	0	0	0	0	0	0	0	0	0	0
#29	Other Technical Type Complaint	0	0	0	0	0	0	0	0	0	0	1	0	1	50%
	TOTAL	0	0	0	0	0	0	0	1	0	0	1	0	2	100%
	MISC COMPLAINTS														
#30	Rates	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
#31	OSD	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
#32	No 900 Number	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
#33	Carrier of Choice	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
#34	Network Recording	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
#35	Other	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	n/a
	TOTAL CONTACT	0	0	0	1	1	0	0	1	0	0	1	0	4	